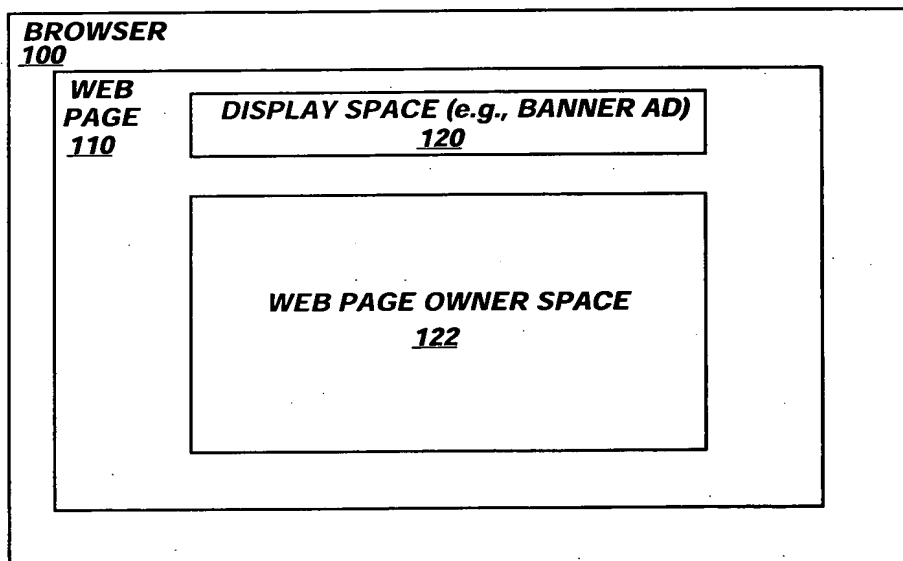




1/10

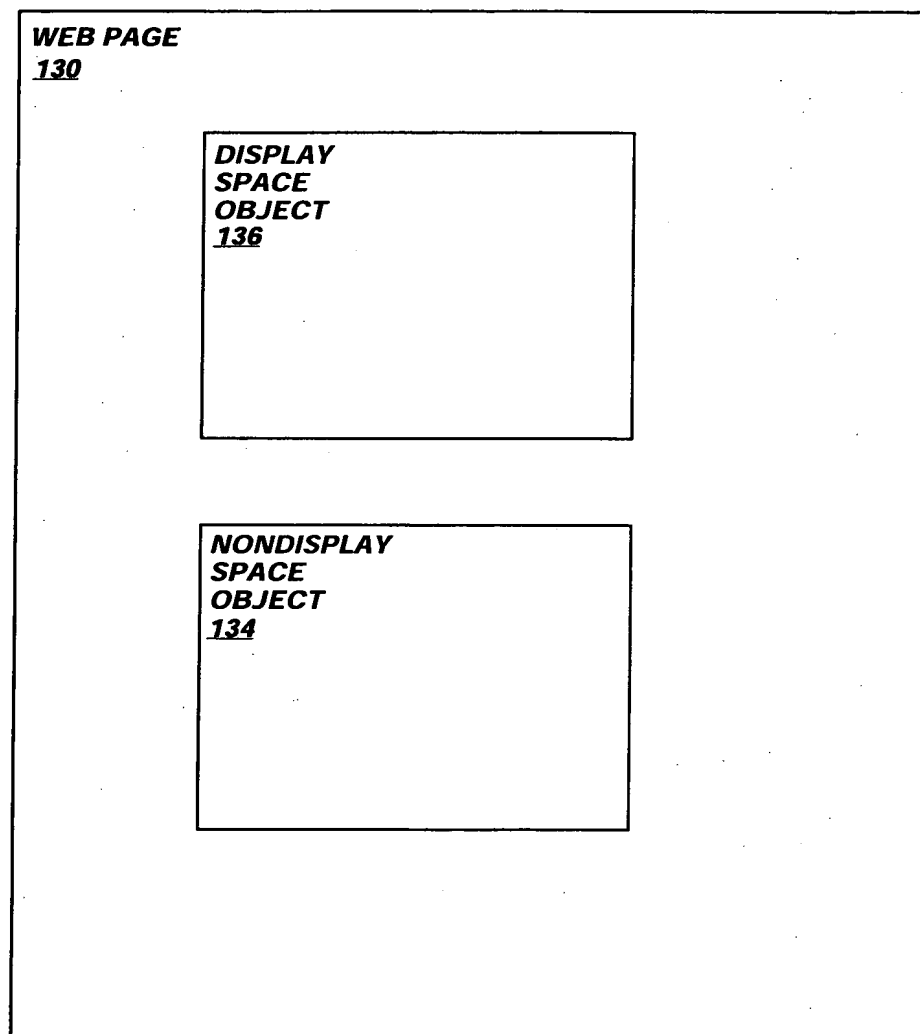
<b>RECOMMENDED</b>			
• <i>Mortgage - Compare mortgage loans and apply online</i>			
<b>Purchase</b> ▼	<b>FHA / VA</b> ▼	<b>Bad Credit</b> ▼	<b>2nd Mortgage</b> ▼

**FIG. 1**  
**(PRIOR ART)**



**FIG. 2**

+



**FIG. 3**

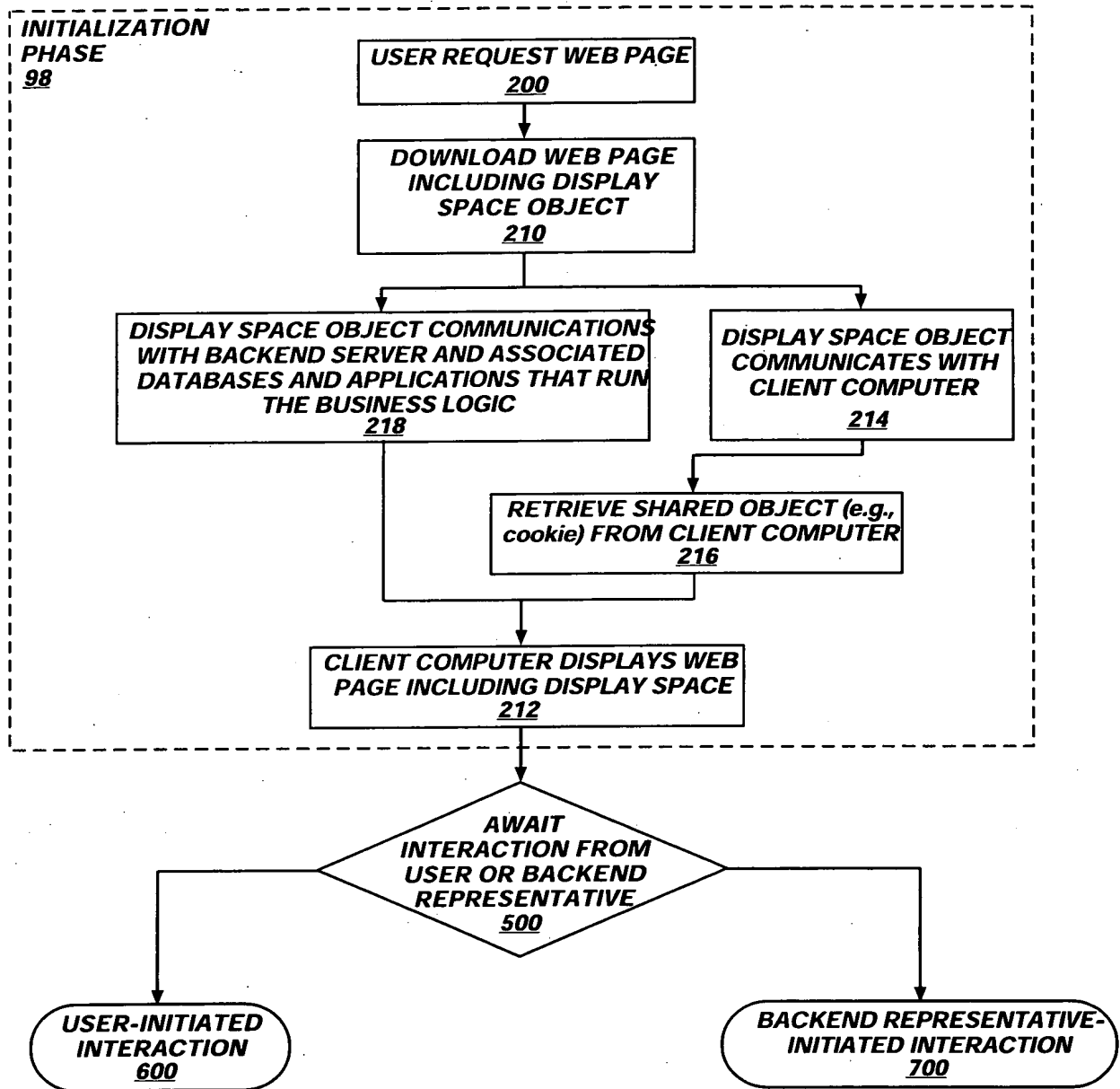


FIG. 4

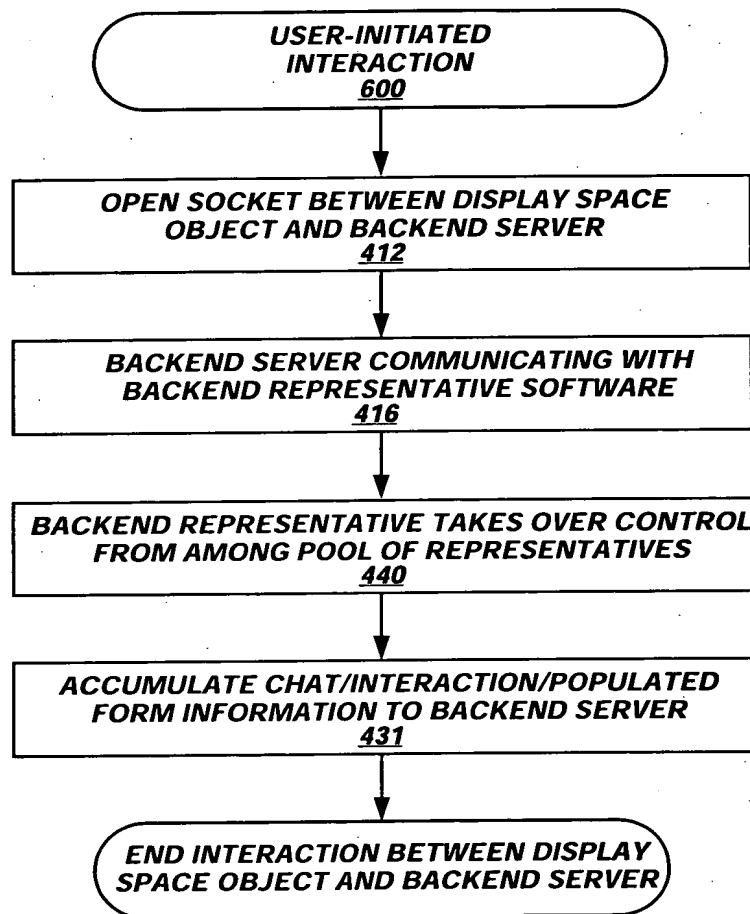


FIG. 5

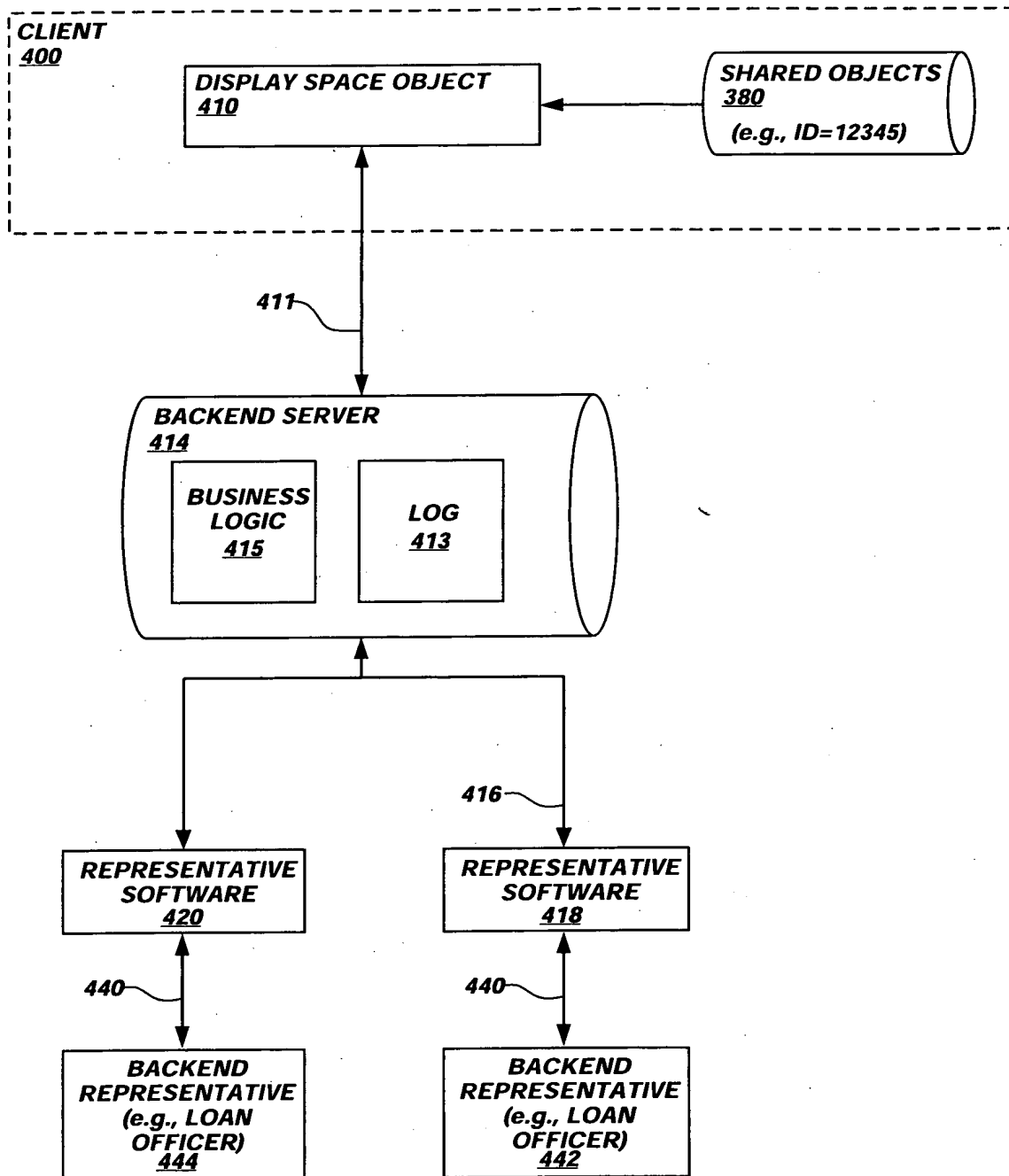


FIG. 6

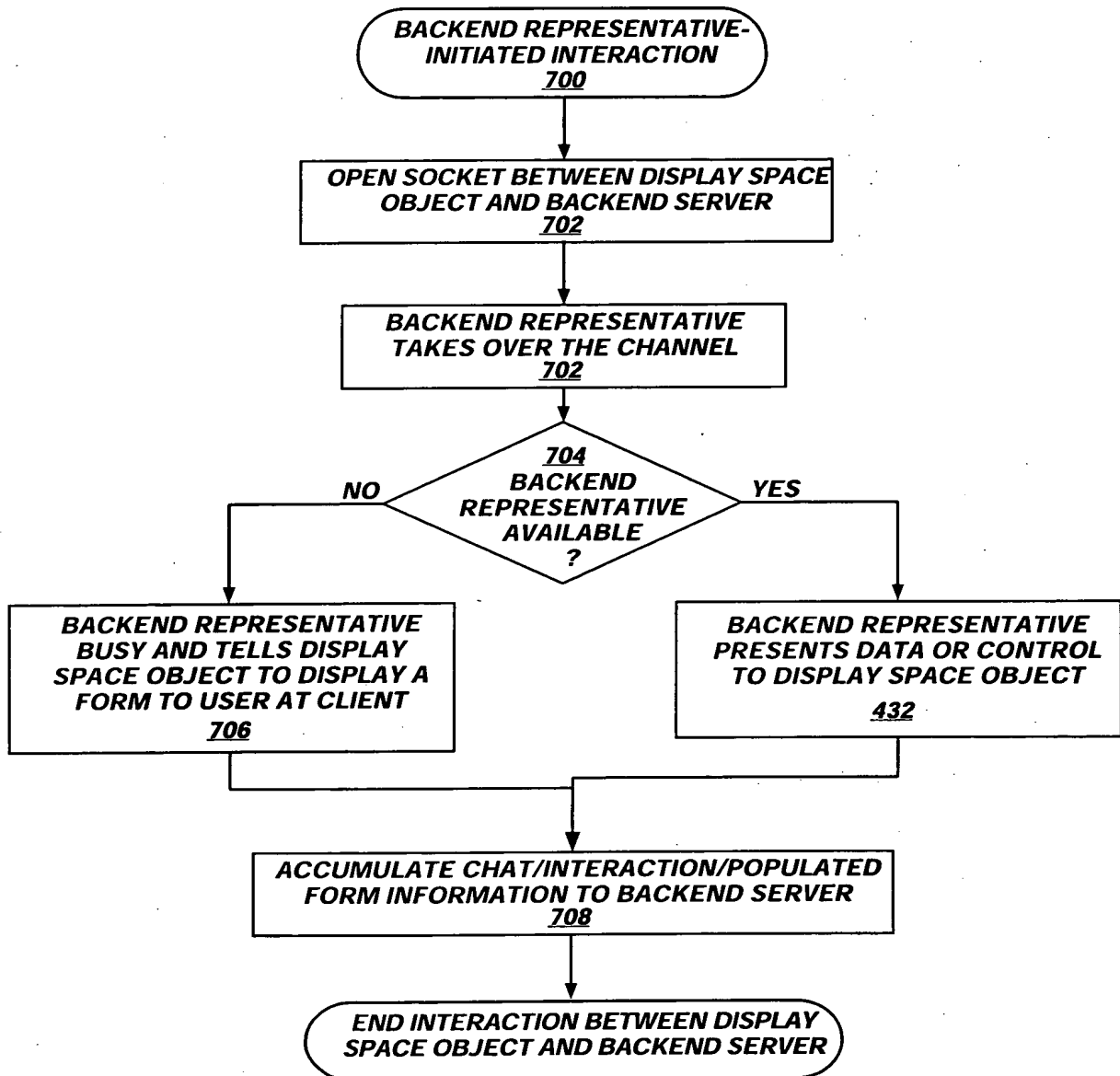


FIG. 7

7/10

LeadScream-

File

Edit

View

Go

Favorites

Help

Back

Forward

Stop

Refresh

Home

Search

Favorites

History

Channels

Mail

Print

Edit

Address

http://www.leadcream.com/Internal/

Links

Quick Search

Source

New freedom Mortgage

Received

1/22/04

to

Contact

to

Get

Additional Criteria

Name

Email

New

Verify

810 LEAD SERCH CRITERIA

Contact

Quality

Needs RE Place

Needs MG Place

Placed W/Adam Beard

Sort By

Lead Date

Get

Leads

New freedom Mortgage	1/20/04	Kathryn Roberson	0
New freedom Mortgage	1/20/04	Koby	1
New freedom Mortgage	1/20/04	Shane Carter	0
New freedom Mortgage	1/20/04	Gerardo Nieves	1
New freedom Mortgage	1/20/04	John Lowry	
New freedom Mortgage	1/20/04	Allen Martenies II	

820 LEAD LIST

Chat

Waiting

Current

Active

LO's

Souths

First Name

Last Name

Email

Phone

Prin. Phone

Alt. Phone

CB Diamond

Save

End Chat

Invite

Send

Open URL

Initial Info

First Name

Timothy

Last Name

Mckenzie

Email

tmckenzie@direcway.com

Phone

513-934-4446

Alt. Phone

Comment

830 LEAD INFORMATION

City: Lebanon

State: OH

Zip: 45036

New Loan Type: Refinance

Current Loan Type: Purchase

History

11/10/03

Carlene Closed Lead

no answer - sent one more email

closure Detail: Not Interested

11/10/03

840 LEAD INTERACTION HISTORY

11/4/03

Carlene Sent email #2

10/15/03

Carlene created Note

I tried to call again - sent email back asking for a time and the questions.

10/15/03

Carlene Received Email

Email received:

I look forward to speaking with you.

Timothy McKenzie

10/15/03

Carlene Sent Email #1

10/15/03

Carlene Placed Call

left message at 2nd #

Left Voicemail (Greeting Verified Identity)

Details

Next Call Date

11/7/03

Carlene

Set

1/25/94

Next Email Date

[None Set]

Set

1/25/94

Tasks

Email

Schedule

Done

FIG. 8

**Chat**

Waiting	2	Current	18	Active	3	LO's	6	Scrubbers	4
---------	---	---------	----	--------	---	------	---	-----------	---

**905 QUEUE**

Mike | S.L. Tribune  
Rebecca | CB Diamond

**915 CHAT SESSION INSTANCE**

1	8	12	16	21	28
1	30	12	16	2	28
3	8	0	16	21	45

**920 CURRENT CHAT HISTORY**

John: Hi.  
Tammy: Hi John, are there any mortgage questions I can answer for you?  
John: I was hoping to talk to a loan officer.  
Tammy: Ok. Let me get one to join us.

**910 CONTACT INFO COLLECTION FORM**

First Name: John  
Last Name: Doe  
Email: jdoe@hotmail.com  
Prin. Phone: 555-123-1234  
Alt. Phone:   
CB Diamond

**925 INVITE TRIGGER**

**930 QUICK RESPONSE**

**940 OPEN URL TRIGGER**

**900 STATUS BAR**

FIG. 9



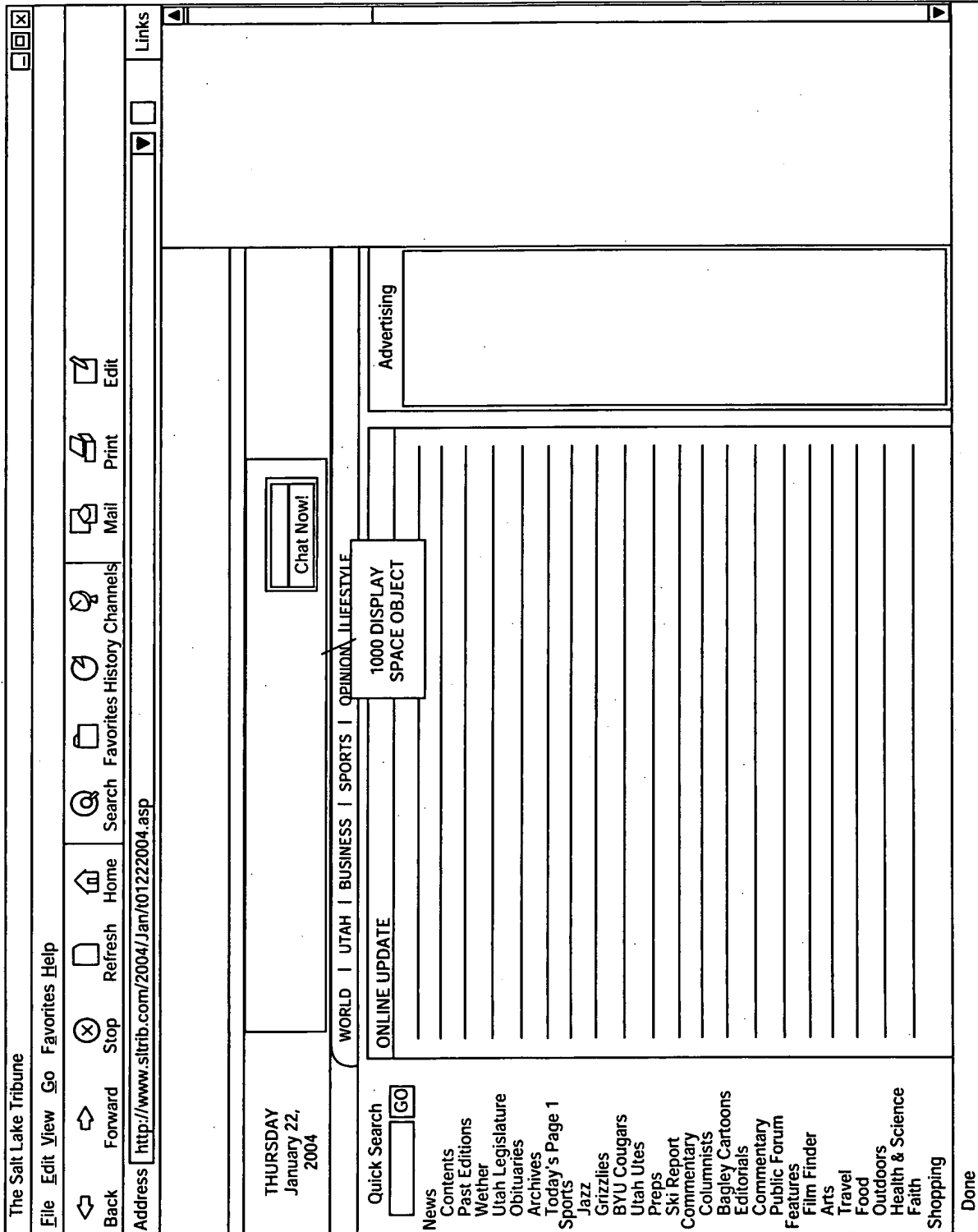


FIG. 10

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1100 LOGIN

Please enter your name below to speak with a representative.

Chat Now!

1110 CONNECTION

A Representative will be with you shortly, Thank you for your patience.

James

Chat Now!

1120 CHAT

Tammy (Travel Coordinator): Hi James, where are you traveling to?  
James: Las Vegas  
Tammy: OK. Let me bring in a travel agent.

Thanks

Send

FIG. 11

1200 DEFAULT CONTENT

Welcome to Travel Central

1210 CHAT

Tammy (Travel Coordinator): Hi James, where are you traveling to?  
James: Las Vegas  
Tammy: OK. Let me bring in a travel agent.

Thanks

Send

FIG. 12

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